

Overview of the Office of Human Rights

The Office of Human Rights' mission is to enforce Federal, State, and County anti-discrimination laws in housing, commercial real estate, employment, public accommodation & intimidation and promote increased understanding and tolerance among diverse groups.

Enforce Federal, State, and County Non-Discrimination Laws

What: Investigate and resolve formal complaints of discrimination in employment, housing commercial and residential real estate transactions, public accommodations and intimidations through a formal complaint process or mediation.

How: Provide technical assistance, perform intake analysis and community mediation based on community queries.

Provide support services as a mechanism for reporting, investigating, monitoring and analyzing hate/violence incidents.

- Percent of cases that have completed their investigation within 24 months.
- Percent of cases that have a Letter of Determination issued within 30 days of completed investigation by investigator.
- Percent of referred cases that are mediated successfully.
- Percent reduction (or increase) in the average closeout time of cases (formal complaints) over the prior year.
- Percent of cases in backlog status (cases not closed within 24 months).

Community Outreach and Education

What: Community Outreach and Education

How: By supporting and promoting the Human Rights Commission and Committee on Hate Violence on their outreach and education efforts.

Participate or, in partnership with other local/state/federal offices, conduct various forums to promote increased understanding and tolerance among diverse groups.

- Overall satisfaction of the Commissioners with the HRC's advocacy for human and civil rights issues.

Monitor the County's Fair Housing Ordinance

What: Monitor the County's Fair Housing Ordinance.

How: Through Interagency Fair Housing Work Group, Coordinate activity of county departments, offices, and agencies to prevent housing discrimination.

Perform testing of housing providers.

- Percent of housing providers in full compliance with Fair Housing Laws based on Office of Human Rights selected matched pair testing.



Office of Human Rights Performance Measures

	FY12	FY13	FY14 (Projection)	FY15 (Projection)	FY16 (Projection)
1. Percent of cases that have completed their investigation within 24 months (goal is 95%)	95%	96%	100%	95%	95%
2. Percent of cases that have a Letter of Determination issued within 30 days of completed investigation by investigator (goal is 95%)	N/A	100%	100%	100%	100%
3. Percent of referred cases that are mediated successfully (goal is 50%)	N/A	33%	50%	50%	50%
4. Percent reduction (or increase) in the average closeout time of cases (formal complaints) over the prior year (goal is a 10% reduction)	N/A	10%	10%	10%	10%
5. Percent of cases in backlog status (cases not closed within 24 months; goal is <10%)	11%	5%	5%	5%	5%
6. Overall satisfaction of the Commissioners with the HRC's advocacy for human and civil rights issues (scale of 1-5)	N/A	4.4	3.5	4.0	4.5
7. Percent of housing providers in full compliance with Fair Housing Laws based on Office of Human Rights-selected matched pair testing (goal is 100% compliance)	N/A	55%	95%	100%	100%

